



Closed Cash Handling for Retail



*In some European countries,
“more than 50% of cash
sourcing transactions are
carried out via the retailer.”*

European Security Transport Association

What is Closed Cash Handling?

Gunnebo is a pioneer in the area of closed cash handling. Together with leading retailers in Europe we have developed SafePay™, a secure way to handle cash efficiently and remove cash differences.

Closed cash handling replaces manual tills with recycling cash systems. Payment is counted and correct change paid automatically. Money is secured and controlled from the moment it leaves the customer's hand until it reaches the cash-counting centre. No manual cash handling, no opportunity for cash differences and a safer store for both customers and staff.

A closed cash handling system should include:

- Clearly separated open and closed areas
- Full recycling of all denominations
- Authenticity control
- Ink protection for secure transportation of cash
- Recycling transport cassettes to allow closed cash handling in back office as well
- Modularity to fit any checkout environment
- A clear interface between store and external partners like CIT
- The flexibility to adapt to existing CIT infrastructure
- Online cash management

Closed Cash Handling for Retail

- Security
- Loss prevention
- Low cash handling costs
- Safe working environment
- Better shopping experience for customers
- Cost-effective cash handling partnerships

*“If a cash handling system is
to be reliable, there must be no
weak links in the chain.”*

John Ravn, Senior Controller
and Head of Security,
COOP Fakta, Denmark

“Staff never have access to money which...means there is no opportunity for robbery.”

Kajsa Smedberg,
Blomsterlandet, Sweden

Protection of people, protection of cash

A robbery can be a traumatic experience so the security offered by closed cash handling gives shop staff peace of mind.

A closed cash handling system protects cash throughout the entire chain – from when the customer pays all the way to the cash-counting centre. No gaps in security and no weak links.

Keeping cash locked away and out of sight removes the temptation for robbery. This saves retailers not just the obvious cost of robbery, but also the wider costs from the negative effect on staff and customers.

It may not be realistic to create a “cash-less” store, but closed cash handling can create a “cash-secure” store. A safer place to work and a safer place to shop.

Retailers also benefit from the enforcement of proper security routines, where the exact amount of cash is accounted for at every till at any store location.

Closed Cash Handling Security

- No manual cash handling or responsibility
- Automatic reconciliation and cash control
- One cash handling process for all checkout areas including self-service
- Online reporting and cash management

“The system has been introduced to protect staff, and it has succeeded.”

Michael Christiansen, Admin Director,
Fakta A/S, Denmark

“If we were to deploy a closed system in all our stores we would remove more than 90% of all robberies.”

Petrus Bolin, Head of Security,
Coop Sweden

“It makes administration much easier. We don’t need to cash up any more and we don’t have any cash differences.”

Mette Bunch, Salesperson,
Statoil Overlund, Sweden

More efficient cash handling

The cost of managing cash does not have to be a necessary evil. Closed cash handling requires less administration and less staff time.

Cash is never handled manually and correct change is always given. Unexplained cash differences – and the task of dealing with them – are a thing of the past.

Cashiers no longer need to have responsibility for cash at the till or back office administration. Their time is better spent focused on customers and generating sales.

Closed cash handling establishes a single, secure, controlled routine for the whole store and automates counting and checking. It is always clear at any time how much cash is in each till. Retailers have complete online control of cash and the benefit of automatic reconciliation.

Closed Cash Handling Efficiency

- Streamlined cash handling process
- No manual cash handling
- No cashier cash responsibility
- Automatic reconciliation and cash control
- One cash handling process for all checkout areas including self-service

“Because cash transactions are now far quicker, personnel have more time to help our customers.”

Mrs Miranda, Store Manager,
Intermarché Boissise, France

“There is more interaction now between the cashier and the customer.”

Jan Luis, CFO,
Jan Linders, Netherlands

“Security for customers and shop staff has increased significantly.”

Christian Gustafsson, Head of Security,
Blomsterlandet, Sweden

A better shop experience

The extra security and the reduced risk of robbery which a closed cash handling system provides, creates a safer working and shopping environment.

Research in parts of Europe has shown that at least one third of shop staff are worried about being robbed at work. Staff who feel safe at work are better able to serve customers and stores with satisfied staff can spend less time recruiting and re-training.

In addition, since less time is spent managing cash, staff can devote more time to the customer. It is secure for shop staff to leave tills unattended and work more flexibly where it is needed. Checkouts can quickly be opened to reduce queues and just as quickly closed to allow staff to help customers. Staff remain motivated and customers receive better treatment.

Closed cash handling also allows retailers to build more open checkout environments and separate self-service stations, as well as offer new services such as cash-back and in-store banking. This creates more attractive stores and a better shopping experience for the customer.

Closed Cash Handling Experience

- Safer store for customers and employees
- Enable new store and checkout concepts
- Task flexibility for staff
- More time devoted to customers

“If modern, more open store layouts are to be feasible, retailers need the type of security offered by a closed cash handling system.”

Frank Horst, Director of Research
(Loss Prevention and Security)
EHI Retail Institute GmbH, Germany

“Closed cash handling creates a platform which allows us to offer retailers a better service and better meet their demands for outsourcing of tasks in their store.”

Patrick Murray, Sales Manager Retail
Brink's, Netherlands

More cost-effective cash handling partnerships

With online cash management, the next generation of closed cash handling systems offers greater opportunities when working with external partners.

Retailers can focus entirely on their customers – they no longer need to spend time administrating cash collection times. Staff also have much less involvement with the cash cycle and need not be taken off checkout duty to hand over cash to CIT personnel.

Selected information can be shared with trusted partners. CIT can monitor the level of cash in a store and plan cash pick-ups and deliveries of change as needed. CIT services can be carried out without the involvement of store staff so that retailers can focus entirely on their customers.

With a data connection to the store's bank, cash deposited in the back office can be directly credited to the retailer's account.

The result – improved working capital and a more efficient service at a lower cost.

Closed Cash Handling Partnerships

- Bank connection for direct credit of daily takings
- Completely outsourced CIT services
- Improved working capital
- Online cash management

“Big improvements were made through which our working capital has grown.”

Jan Luis, CFO,
Jan Linders, Netherlands

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